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## List of terms

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This section provides an alphanumeric list of the mnemonics used in this document and their related terms.

|               |                                                         |
|---------------|---------------------------------------------------------|
| <b>AAA</b>    | Attendant Alternate Answering                           |
| <b>ACA</b>    | Automatic Call Answer                                   |
| <b>ACD</b>    | Automatic Call Distribution system                      |
| <b>ACD-A</b>  | ACD Package A, Basic Features (minimum for ACD service) |
| <b>ACD-B</b>  | ACD Package B, Advanced Features                        |
| <b>ACD-C1</b> | ACD Package C1, Load Management                         |
| <b>ACD-C2</b> | ACD Package C2, Enhanced Load Management                |
| <b>ACD-D</b>  | ACD Package D, Enhanced Management Displays (with ADS)  |
| <b>ACD DN</b> | ACD Directory Number                                    |
| <b>ACOD</b>   | Access Code                                             |
| <b>ADM</b>    | Add-on Data Module                                      |
| <b>ADS</b>    | Auxiliary Data System                                   |
| <b>AGT</b>    | ACD Agent key identifier                                |
| <b>AID</b>    | Agent ID mode                                           |
| <b>AIOD</b>   | Automatic Identification of Outward Dialing             |
| <b>AML</b>    | Application Module Link                                 |
| <b>ANI</b>    | Automatic Number Identification                         |
| <b>APL</b>    | Auxiliary Processor Link                                |
| <b>ARC</b>    | Attendant Recall key                                    |

|                   |                                         |
|-------------------|-----------------------------------------|
| <b>APL</b>        | Auxiliary Processor Link                |
| <b>ASP</b>        | ACD Supervisor key                      |
| <b>AUX</b>        | Auxiliary Processor                     |
| <b>AWC</b>        | Agent Calls Waiting lamp                |
| <b>BACD</b>       | Base ACD                                |
| <b>BARS</b>       | Basic Alternate Route Selection         |
| <b>BRI</b>        | Basic Rate Interface                    |
| <b>BSY VRF</b>    | Busy Verify                             |
| <b>BYTH</b>       | Busy Threshold                          |
| <b>CBQCM</b>      | Call Back Queuing to Conventional Main  |
| <b>CCBQ</b>       | Coordinated Call Back Queuing           |
| <b>CCR</b>        | Customer Controlled Routing             |
| <b>CCRM</b>       | Customer Controlled Routing Module      |
| <b>CDN</b>        | Control Directory Number                |
| <b>CDR</b>        | Call Detail Recording                   |
| <b>CFNA</b>       | Call Forward No Answer                  |
| <b>CLID</b>       | Calling Line Identification             |
| <b>CLS</b>        | Class of Service                        |
| <b>CPND</b>       | Call Party Name Display                 |
| <b>CO</b>         | Central Office                          |
| <b>CNDA</b>       | Call Party Name Display Allowed         |
| <b>CWLF</b>       | Calls Waiting Lamp Flash threshold      |
| <b>CWLW</b>       | Calls Waiting Lamp Fast Flash threshold |
| <b>CWTH</b>       | Calls Waiting Threshold                 |
| <b>Data Agent</b> | Agent station assigned to an ADM        |
| <b>DAL</b>        | Data Agent Log in with MSB option       |
| <b>DCP</b>        | Direct Call Processing                  |
| <b>DDSP</b>       | Digit Display                           |

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|             |                                                      |
|-------------|------------------------------------------------------|
| <b>DID</b>  | Direct Inward Dialing                                |
| <b>DISA</b> | Direct Inward System Access                          |
| <b>DN</b>   | Directory Number                                     |
| <b>DND</b>  | Do Not Disturb                                       |
| <b>DNIS</b> | Dialed Number Identification Service                 |
| <b>DSP</b>  | Display key                                          |
| <b>DWC</b>  | Display Waiting Calls (supervisor Display Queue key) |
| <b>EAR</b>  | Enhanced ACD Routing                                 |
| <b>EMR</b>  | Emergency key                                        |
| <b>ENI</b>  | Enable Interflow key                                 |
| <b>EOVF</b> | Enhanced Overflow                                    |
| <b>ESN</b>  | Electronic Switched Network                          |
| <b>FCF</b>  | Flexible Call Force                                  |
| <b>FDN</b>  | Forward DN                                           |
| <b>FEX</b>  | Foreign Exchange route or trunk                      |
| <b>FORC</b> | Call Forcing                                         |
| <b>FROA</b> | First RAN On Arrival                                 |
| <b>FRRT</b> | First RAN Route                                      |
| <b>FRTT</b> | First RAN Route Timer                                |
| <b>FX</b>   | Foreign Exchange route or trunk                      |
| <b>HOT</b>  | Hot Line                                             |
| <b>HPQ</b>  | High Priority Queue                                  |
| <b>IANI</b> | In-Band ANI                                          |
| <b>IDC</b>  | Incoming Digit Conversion                            |
| <b>IDN</b>  | Individual Directory Number                          |
| <b>IFDN</b> | Interflow Directory Number                           |
| <b>IMS</b>  | Integrated Messaging System                          |
| <b>I/O</b>  | Input/Output port or features                        |

|                |                                      |
|----------------|--------------------------------------|
| <b>ISDN</b>    | Integrated Digital Network Services  |
| <b>ISM</b>     | Incremental Software Management      |
| <b>IVMS</b>    | Integrated Voice Messaging System    |
| <b>LAGP</b>    | List Agent Priority                  |
| <b>LCD</b>     | Liquid Crystal Display               |
| <b>LED</b>     | Light Emitting Diode                 |
| <b>MADN</b>    | Multiple Appearance Directory Number |
| <b>MAXP</b>    | Maximum Positions assigned           |
| <b>MCK</b>     | Message Cancellation key             |
| <b>MCR/MCN</b> | Multiple Call Ringing/Non-ringing    |
| <b>MEM</b>     | Trunk Member number                  |
| <b>MIK</b>     | Message Indication key               |
| <b>MSB</b>     | Make Set Busy                        |
| <b>MURT</b>    | Music trunk Route                    |
| <b>MUS</b>     | Music On Delay                       |
| <b>MWK</b>     | Message Waiting key                  |
| <b>NARS</b>    | Network Alternate Route Selection    |
| <b>NCFW</b>    | Night Call Forward                   |
| <b>NCT</b>     | Network Call Trace                   |
| <b>NCWL</b>    | New Call Waiting Lamp                |
| <b>NFCR</b>    | New Flexible Code Restriction        |
| <b>NITE</b>    | Night Forwarding number              |
| <b>NRAG</b>    | Network Ring Again                   |
| <b>NRD</b>     | Not Ready                            |
| <b>NRRT</b>    | Night RAN Route                      |
| <b>NSVC</b>    | Supervisor control of Night Service  |
| <b>OBTN</b>    | Observation Tone                     |
| <b>OBV</b>     | Observe Agent key                    |

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|                |                                                              |
|----------------|--------------------------------------------------------------|
| <b>OCN</b>     | Original Called Number                                       |
| <b>OHQ</b>     | Off-Hook Queue                                               |
| <b>OVBU</b>    | Overflow Busy treatment for Supervisor Control of Queue Size |
| <b>OVDN</b>    | Overflow DN                                                  |
| <b>OVTH</b>    | Overflow Threshold                                           |
| <b>PBX</b>     | Private Branch Exchange                                      |
| <b>PCP</b>     | Post-Call Processing                                         |
| <b>POS-ID</b>  | ACD agent Position Identifier                                |
| <b>PRI</b>     | Priority Agent                                               |
| <b>PVR/PVN</b> | Private Line Ringing/Non-ringing                             |
| <b>RAC</b>     | Route Access                                                 |
| <b>RAG</b>     | Call Agent key                                               |
| <b>RAN</b>     | Recorded Announcement                                        |
| <b>RDB</b>     | Route Data Block                                             |
| <b>RG</b>      | Ring Again                                                   |
| <b>RLDN</b>    | Release Link trunk DN                                        |
| <b>RLS</b>     | Release key                                                  |
| <b>RPRT</b>    | ACD Report Control                                           |
| <b>SAGP</b>    | Select Agent Position                                        |
| <b>SAPA</b>    | Set Agent Priority                                           |
| <b>SCR/SCN</b> | Single Call Ringing/Non-ringing                              |
| <b>SDI</b>     | Serial Data Interface port or card                           |
| <b>SDNB</b>    | Secondary DN Call Blocking                                   |
| <b>SIG SRC</b> | Signal Source key                                            |
| <b>SPCP</b>    | Separate Post-Call Processing                                |
| <b>SPRI</b>    | Set Agent Priority assignment                                |
| <b>SQ 01</b>   | Queue one (for Automatic Overflow)                           |
| <b>SQ 02</b>   | Queue two (for Automatic Overflow)                           |

|              |                                          |
|--------------|------------------------------------------|
| <b>SQ 03</b> | Queue three (for Automatic Overflow)     |
| <b>SRRT</b>  | Second RAN Route Assignment              |
| <b>SRTA</b>  | Set Route and Trunk Assignment           |
| <b>SRT0</b>  | Second RAN Route Time                    |
| <b>STOT</b>  | System Totals report                     |
| <b>TGAR</b>  | Trunk Group Access Restriction           |
| <b>TLDA</b>  | Calls Waiting Threshold                  |
| <b>TLDB</b>  | Busy Threshold                           |
| <b>TLDC</b>  | Overflow Threshold                       |
| <b>TLDD</b>  | Time Overflow Threshold                  |
| <b>TOF</b>   | Time Overflow                            |
| <b>TOFT</b>  | Time Overflow Timer                      |
| <b>TRC</b>   | Malicious Call Trace key                 |
| <b>TSF</b>   | Telephone Service Factor                 |
| <b>TSFT</b>  | Telephone Service Factor Timer           |
| <b>TTD</b>   | Telecommunications Terminal for the Deaf |
| <b>TTY</b>   | Teletypewriter                           |
| <b>UNR</b>   | Unrestricted Class of Service            |
| <b>VCC</b>   | Voice Calling                            |
| <b>VDT</b>   | Video Display Terminal                   |
| <b>VSID</b>  | Value Added Server ID (VAS)              |
| <b>WATS</b>  | Wide Area Telephone Service              |

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